

Geri Hudson

19 June 2015
Our ref: 1886495

Dear Geri

Thank you for your request for information received on 21 May 2015.

This request is being handled under the Freedom of Information Act 2000.

I can confirm that some of the information requested is held by Harrow Council. I have detailed below the information that is being released to you.

1. How many Lead Professionals/Keyworkers/Dedicated Workers (ie.1-2-1 support staff) across council staff and/or commissioned providers worked with identified Troubled Families (TF) for the years
 - a. 2013-2014
 - b. 2014-2015

The Troubled Families programme was delivered across a range of services with Harrow Children & Families Services.

The Troubled Families programme would involve workers from a number of teams who would have varying levels of involvement with Troubled Families cases.

The number of workers operating as key workers for Troubled Families would number approx. 35, but some of these would have a low number of families on their caseload identified as Troubled Families.

2. How many of these Leader Professionals/Keyworkers/Dedicated Workers worked full-time/exclusively with TF families

None.

3. Number of families worked with in the years
 - a. 2013-2014 **145**
 - b. 2014-2015 **105**

4. The average caseload of each Lead Professional/Keyworker/Dedicated Worker working full-time with TF families in the years
 - a. 2013-2014
 - b. 2014-2015

Key workers do not exclusively work with Troubled Families. The average caseload for key workers is 15 families.

Unfortunately we are unable to retrieve the information for the remaining questions in the way it has been requested.

If you have any questions, please contact me on peter.singh@harrow.gov.uk.

If you are dissatisfied with the way your request for information has been handled, you can request an internal review of Harrow Council's decision by writing to:

Isabela Uzodike
Harrow Council
Civic Centre
Station Road
Harrow
HA1 2XF

Email: Isabella.uzodike@harrow.gov.uk

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office, Wycliffe House,
Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <http://www.ico.org.uk/complaints/handling/complain>

There is no charge for making an appeal.

Yours faithfully

Peter Singh
peter.singh@harrow.gov.uk